



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

February 11, 2009

Transmitted Via E-Mail

Mary Jo Williams, Regional Director of The Permanente Medical Group
Nursing and Clinical Practice
The Permanente Medical Group, Inc.
1950 Franklin, 19th Floor
Oakland, CA 94612
maryjo.williams@kp.org

Dear Ms. Williams:

RE: Monitoring Visit REPORT for Permanente Medical Group– ET07-0253

Date of the Visit:	12/9/08
Beginning/Ending Time:	2:15 p.m. – 3:50 p.m.
Date of Last Visit:	2/28/08
Visit Location:	Kaiser Permanente, Oakland
Persons in Attendance:	Melody Bainter, Kaiser Permanente; Steve Duscha and Thom Akeman, Strategic Partnership; Teresa Teles, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/30/06 - 12/29/08	Agreement Amount:	\$540,000
Allowed Training Start Date:	12/30/07	No. to Retain:	150
Date Training must be Completed:	9/29/08	Range of Hours:	24 - 200
Type of Trainee:	SET Retrainee	Weighted Ave. Hours:	200

FINAL REPORT SUMMARY:

HISTORY OF AGREEMENT CHANGES

ETP approved one Agreement Amendment and two Agreement Modifications:

- Amendment 1 revised the definition of full-time for retention from 32 hours per week to 24 hours per week.

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www.etp.ca.gov
ETP (04/15/05)

- Modification 2 was approved on July 3, 2008 to add Learning Management System (LMS) language to allow TPMG to use its LMS system to document training.
- Modification 3 was approved August 4, 2008 to add Computer Skills to the Curriculum and to Chart 1.

INTERVIEW WITH THE CONTRACTOR REPRESENTATIVE

- What barriers, if any, did your company experience in implementing your ETP project? ETP training data needed to be recorded in a different format than what the Medical Centers have become accustomed to for other compliance and regulatory purposes.
- What problems, if any, did your company experience with ETP record keeping? None, other than what is noted above.
- What assistance could ETP have provided that would improve the process for future Contractors? None. ETP and the subcontractors were very helpful, the problems encountered were internal.
- How did your company benefit from the ETP training? This project enabled us to expand TPMG's training

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	935	Completed Minimum Reimbursable Hours:	425
Trainees Enrolled:	1826	Completed Maximum Hours:	27
Dropped Following Enrollment:	375	Completed Training and Retention:	382

The contractor expects to retain a total of 382 trainees (250% percent of planned retentions) for a total reimbursement of \$492,961, (91 percent of the encumbered amount).

According to Mr. Akeman, there are a few trainees from the Sacramento location that were waiting for ETP approval of the documentation used. The approval was granted and these trainees will be submitted for payment.

ATTENDANCE ROSTERS:

Ms. Teles reviewed rosters for a sample of trainees including trainees using the LMS. All documentation reviewed was in compliance with ETP requirements and matched the hours entered into ETP's On-line Tracking System with two exceptions:

- Wildes, K and Beler, W. S. were each credited with 1 day of training in error. Once the hours were deleted, they were below 24 hours needed. Both have been dropped.
- Porter, K had 12 hours in one day. The roster entered as 3/23/07 for 8 hours should be 3/26/07. Because she had already been paid for final payment, the correct date was noted on the roster and was approved by Ms. Teles. The change of date did not change the number of total hours nor the retention.

Mr. Duscha requested the approval of a roster used at the Sacramento location – the roster was reviewed and approved as an exemption for that location only and not a precedent.

AUDIT:

TPMG will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

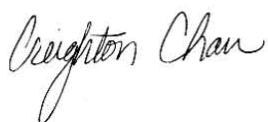
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

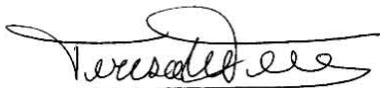
Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Teresa Teles at (650) 655-6940 or at tteles@etp.ca.gov within ten (10) working days from receipt of this report.

Sincerely,



Creighton Chan, Manager
San Francisco Bay Area Regional Office



Teresa Teles, Analyst
San Francisco Bay Area Regional Office

cc: Steve Duscha, s.duscha@comcast.net
Thom Akeman, thomakeman@sbcglobal.net
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor 2/11/09